

## Student Complaints Log 12'

7-1-2011	12-S001	Penn Foster College	G.T.	Termination from program S.A.P.	9-22-11 Complaint Committee found no violations and dismissed the complaint
7-5-2011	12-S002	Penn Foster College	A.A.	False/Misleading advertisement re: books & fee's	9-22-11 Complaint Committee deferred action so that Penn Foster and A.A. can resolve issue. 12-13-11 Complaint Committee dismissed the complaint for A.A. failure to communicate with the school The committee issued a letter of concern for failure to provide accurate information in its published material
7-10-2011	12-S003	Grand Canyon University	C.S.	Grade dispute	9-22-11 Complaint Committee found no violations and dismissed the complaint
8-1-2011	12-S004	Grand Canyon University	F.M.	Terminated, FM to complete 2 <sup>nd</sup> appeal at GCU	9-22-11 Complaint Committee deferred action until appeals process is completed. 3-22-12 Complaint Committee found no violations and dismissed the complaint
8-22-2011	12-S005	Brown Mackie	D.F.	Title IV charges, Pell Grant charges, harassment, misleading information on student portal, externship issues	12-13-11 Complaint Committee forwarded the complaint to the State Board for review and requested additional information on externships.

					1-26-12 Board Meeting, the members issued a letter of concern regarding solicitation practice and disclosure practices; requested the school allow the student the opportunity to complete her last class and allow her to obtain entrance into an externship that will not require a back ground check
8-28-2011	12-S006	Lamson College	J.W.	Terminated from externship – 3 attempts	9-22-11 Complaint Committee found no violations and dismissed the complaint
9-12-2011	12-S007	Pima Medical Institute	A.V.	Misleading recruitment practice (Visa issues)	12-13-11 Complaint Committee voted to forward the complaint to the Board for review. 1-26-12 State Board found the school failed to disclose to the student issues in gaining employment as a nurse upon graduation with her current visa status. The Board asked the school to agree to a consent agreement and refund all the tuition to the student. PMI has appealed the Board's determination
9-20-2011	12-S008	ITT Technical Institute	C.F.	SAP Issues and Termination	12-13-11 Complaint Committee found no violations and dismissed the complaint
10-17-2011	12-S009	AZ Medical Training Institute	R.B.	Externship issue and refund calculation	12-13-11 Complaint Committee found no violations and

					dismissed the complaint. The committee did instruct AMTI to disclose all agreements to students at time of enrollment 12-19-11 RB appealed the CC decision 1-26-12 Board determined RB not a party, lacks jurisdiction to appeal
2-8-2012	12-S011	University of Phoenix	S.P.	Financial Aid – Return to Title IV calculation	3-22-12 Complaint Committee found no violations and dismissed the complaint
1-16-2012	12-S012	Northcentral University	D.W.	Student wanted her DBA classes converted to allow her a MBA	3-22-12 Complaint Committee found no violations and dismissed the complaint